

ChatStat Releases Version 3 with exciting new features.

Another exciting new release is upon us. This Version 3.1.0.0 contains a very exciting new feature called Grid View™ as well as a number of modifications, maintenance updates and fixes.

NEW FEATURES

1. We have made an incredible step forward in offering the BEST of BOTH worlds to our users. ChatStat now supports two views. The traditional thin instant messenger display (now called IM View) has been coupled with a NEW full screen and completely sizable Grid View™ – using the F8 key we have created a hotkey toggle driven method to switch the Chatstat user interface instantaneously. So now power users can elect to display chatstat in a full screen or partial screen mode that displays IP visitor information in a matrix or 'Grid'. This view is particularly popular with Operators that manage numerous websites (because the site displays in a column). Or for users that are transitioning from competitor Chat systems (that shall remain anonymous). Now these operators can transition to Chatstat seamlessly.

Grid View features dynamic updating of Browser Information, just as the IM View. Look for upcoming Features On Demand associated to this new Layout!!

2. Along with this new View we have added a complete page view tracing feature in the Gridview so that you can view the exact pages each visitor has made on your site.
3. Similarly we have added the ability to resize sections within ChatStat in all view modes and sections.
4. Users will notice that some items in the Grid View™ display are in the columns while other visitor information is displayed at the bottom of the ChatStat screen.

MODIFICATIONS AND UPDATES

1. The Call Center has been completely streamlined for better ergonomics and usability.
 - The Accept/Deny buttons are no longer located at the bottom of the Call Center, instead new Green and Red buttons will be displayed when a Chat request comes in.
 - The Dialer has been removed from the general interface and ONLY displays when the VOIP/Skype Feature On Demand is activated.
 - VOIP Manager has been removed from Preferences and Settings, and placed into the Configuration of the VOIP/Skype Feature On Demand. This was done to simplify the logic between the Feature On Demand and the associated Settings.
 - Users that have activated VOIP/Skype will now have the option of displaying the intermediate Web side window to have the visitor select whether they want to Chat or a call back.
 - The incoming Skype call interface has been streamlined – No more nag dialog box.
2. Updated INCOMING CHAT REQUEST section to optimize the interface. You now see a collapsible section at the bottom of the display in IM View. This section automatically expands when there are incoming chat/call requests.
3. The 'Hi' button (for Canned greetings) in the operator Chat Window no longer opens the Canned Greetings menu. In order to simplify the interface we have removed the option to change canned greetings from the chat window. Please go to preferences and settings to select or create your customized 'Canned Greeting'.
The 'Hi' Button, is no dedicated to Canned responses ONLY.

4. The Conversation Window has been updated to allow resizing of user information and resizing the outgoing text box and incoming text box. In addition the Operator Transfer button will no longer be hidden when User Information is open.
5. Displaying of Operator Information in IM View now displays as operator DISPLAY NAME (EMAIL), so operators can Both simultaneously.
6. Web side Chat Window has been modified to :
 - Department management has been updated to work with multiple websites. We now reflect the appropriate departments in each of the websites being monitored.
 - To direct to 'message' window when selecting an operator that is off-line...
7. Pop-up Templates will no longer save to c:\Program Files\ChatStat Instant messenger\Templates\template.js . They are now stored on the Server side code to optimize rendering.

FIXES AND CORRECTIONS

1. All tracking of Referrals URLs has been restored.
2. Right click - Navigate URL will not show blank for url's ending with .htm
3. MSN Connection Problem - error during retrieving capabilities- has been fixed.
4. Incorrect login or handle information in GoogleTalk will no longer cause ChatStat to stop responding.
5. Firefox display issue fixed- OPERATOR TO WEB VISITOR CHAT, and WEB VISITOR SIDE CHAT WINDOW send button no longer display 'cut in half'
6. When sending long urls From Operator to web visitor They will be clickable -- ex)
<http://www.artrev.com/art/detailview.asp?pid=8672179262&aid=130&mid=78&original=Yes&acurl=http%3A%2F%2Fwww%2Eartrev%2Ecom%2Fart%2Findex%2Easp>
7. When conversations are transferred from one Operator to the next operator who receives the transfer will now receive complete transcript details
8. Fixed problem with web window in Logo & Conversation Window Control. The 'Powered by' image was not showing. Also fixed the logos that ERROR with SIZE LIMITATIONS on POWERED BY LOGO upload.
9. ...Other miscellaneous small fixes that resolves small lockups, GUI issues on XP/Vista, and other minor non critical display issues